

## **5 FAH-4 H-400 RECORDS REFERENCE AND RETRIEVAL**

### **5 FAH-4 H-410 RETRIEVAL PROCEDURES**

*(CT:RMH-10; 04-13-2010)*  
*(Office of Origin: A/GIS/IPS)*

#### **5 FAH-4 H-411 GENERAL**

*(CT:RMH-10; 04-13-2010)*

The procedures presented in this handbook implement the policy in 5 FAM 400, Records Management. It provides instructions to Department employees on how to request records.

#### **5 FAH-4 H-412 REQUESTING RETIRED RECORDS**

*(CT:RMH-10; 04-13-2010)*

- a. To recall your office's retired records, contact the Records Service Center (RSC), Records and Archives Management Division, Office of Information Programs and Services, Bureau of Administration (A/GIS/IPS/RA-RSC). Complete the records retrieval request form available on the OpenNet Records Management Web site. Submit the records retrieval request form to the RSC via email at [RetiredRecords@state.gov](mailto:RetiredRecords@state.gov) or fax to (703) 923-6451. The records should be clearly identified by the lot and box number found on Form DS-693, Records Retirement Transmittal, which documents the records retirement.
- b. Records may be reviewed and/or copied at SA-2. After the records review is complete, notify the RSC for box pick-up and return. Returned retired records must be in the same folder order as received. Direct questions to [RetireRecords@state.gov](mailto:RetireRecords@state.gov).

- c. The Bureau of Human Resources, Records Information Management Division (HR/EX/ADM/RIM) responds to requests for personnel records stored at the National Personnel Records Center in St. Louis, MO. (Note: contact the Office of Medical Services (MED) directly for personal medical records.)
- d. Refer requests for Office of Inspector General documents, reports, or other information directly to the Office of Inspector General, Office of General Counsel (see 1 FAM 058, paragraph g).
- e. Refer requests for passport or visa records to the Bureau of Consular Affairs (CA/PPT or CA/VO).

## **5 FAH-4 H-413 REQUESTING SEARCH OR RETRIEVAL SERVICES**

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The Diplomatic Research Service in the Office of Information Programs and Services (A/GIS/IPS/DRS) provides document retrieval for records stored in the State Archiving System (SAS), retired records stored at the Records Service Center (RSC), and the Washington National Records Center (WNRC). Forward a request in writing via email to [DiplomaticResearch@state.gov](mailto:DiplomaticResearch@state.gov) to request research or records retrieval. Clearly identify the information requested by providing as much data as possible, such as date range, subject, TAGS/Terms, and signatories or authors.

## **5 FAH-4 H-414 THROUGH H-419 UNASSIGNED**